

Part C State Annual Performance Report (APR) for FFY 2009**Overview of the Annual Performance Report Development:**

See Overview description in Indicator 1.

Monitoring Priority: Effective General Supervision Part C / General Supervision

Indicator 10: Percent of signed written complaints with reports issued that were resolved within 60-day timeline or a timeline extended for exceptional circumstances with respect to a particular complaint.

(20 U.S.C. 1416(a)(3)(B) and 1442)

Measurement: Percent = [(1.1(b) + 1.1(c)) divided by 1.1] times 100.

| FFY | Measurable and Rigorous Target |
|------|--------------------------------|
| 2008 | 100% |

Actual Target Data for FFY 2009: 100%

The State received three written, signed complaints filed during FFY 2009 were investigated and reports issued within the required 60-day timeline.

| SECTION A: WRITTEN, SIGNED COMPLAINTS | |
|---|---|
| (1) Total number of written, signed complaints filed. | 3 |
| (1.1) Complaints with reports issued. | 3 |
| (a) Reports with findings of noncompliance. | 1 |
| (b) Reports within timeline. | 3 |
| (c) Reports within extended timelines. | 0 |
| (1.2) Complaints pending. | 0 |
| (a) Complaints pending a due process hearing. | 0 |
| (1.3) Complaints withdrawn or dismissed. | 0 |

Discussion of Improvement Activities Completed and Explanation of Progress or Slippage that occurred for FFY 2009:

The State met its target for FFY 2009 at 100 percent.

One report issued included findings of noncompliance. The findings of noncompliance were: 34 C.F.R. §303.344 timely provision of services; 34 C.F.R. §303.23 Procedural Safeguards; 34 C.F.R. §303.344(f) (1), projected dates for initiation of services as soon as possible after the IFSP meeting.

The State sent written notification to the EIP of the three findings related to the complaint. The EIP was required to develop a corrective action plan to ensure correction of noncompliance as soon as possible

but no later than one year of the date of the written notification. The findings and corrections will be reported in FFY 2010 APR.

| Improvement Activities | Timelines | Status |
|--|---|--|
| Continued implementation of the AzEIP Standards of Practice to support understanding of how and when to provide families with their procedural safeguards. | December 2005 with annual trainings | On-going through AzEIP Policies and Professionalism training, a required content area in the AzEIP Standards of Practice. The AzEIP TAMS provided ten AzEIP Policies and Professionalism Trainings throughout the State in FFY 2009. |
| Conduct semi-annual reviews of the complaint logs to assist in identifying and resolving systemic issues. | December 2005 and every six months through 2010 | Semi annual reviews were conducted. |
| Develop template for extending timelines when there are exceptional circumstances with respect to a particular complaint. | March 1, 2010 | Template for extending timelines was drafted, shared with the ICC Education and Collaboration subcommittee and finalized by DES/AzEIP staff. |
| Revise the AzEIP Procedural Safeguards Handbook, distribute and provide training and technical assistance to support implementation. | August 2010 | A workgroup with representatives from each of the AzEIP service providing agencies, the ICC (parent representatives), Arizona Parent Training and Information Center, and other parent support groups was established to assist DES/AzEIP in revising the handbook. The handbook is expected to be translated and available by March 2011. |
| To: Incorporated herein are the improvement activities from: (i) Indicator 1 regarding expansion of the team-based model and functional, | July 2010 | DES/AzEIP staff, TAMS, AzEIP Participating State |

| Improvement Activities | Timelines | Status |
|--|-----------|-----------------|
| participation-based practices; (ii) Indicator 1 regarding recruitment and retention; (iii) Indicator 2 regarding the AzEIP Standards of Practice; (iv) Indicator 9 regarding revising and implementing General Supervision policies, procedures, tools and forms, root cause analysis, and enforcement and sanctions, (v) Indicator 11 regarding revision of the AzEIP Procedural Safeguards Handbook, and; (vi) Indicator 14 regarding data management, editing and validation, and analysis. | | Agency partners |

Revisions, with justifications to Proposed Targets/Improvement Activities/Timelines /Resources for FFY 2010

| Improvement Activities | Timelines | Resources |
|---|--|-------------------------------|
| Continued implementation of the AzEIP Standards of Practice to support understanding of how and when to provide families with their procedural safeguards. | Revise timeline: December 2005 with annual trainings To: July 2011-2012 Justification: Align with extension of SPP | CSPD Coordinator, ASDTP staff |
| Conduct semi-annual reviews of the complaint logs to assist in identifying and resolving systemic issues. | Revise timeline: December 2005 and every six months through 2010 To: July 2011-2012 Justification: Align with extension of SPP | CQI Coordinators, TAMS |
| Delete: Revise the AzEIP Procedural Safeguards Handbook, distribute and provide training and technical assistance to support implementation. Justification: Completed. | August 2010 | |

| Improvement Activities | Timelines | Resources |
|---|-----------------|-----------------------|
| New Improvement Activities | Timelines | Resources |
| <p>Provide targeted and general technical assistance through regional meetings, on-site and phone meetings with TAMS and/or DES/AzEIP staff, written guidance/clarification and other strategies. Technical assistance will address:</p> <ul style="list-style-type: none"> • Family Rights. <p>Justification: To reflect the State's prioritization of T/TA on the revised handbook is provided.</p> | June 2011, 2012 | DES/AzEIP staff, TAMS |